

PATENT

2155/8  
JFEIN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: James J. Crow, Dennis L. Parker  
Assignee: Motive, Inc.  
Title: DISTRIBUTED SERVICES ARCHITECTURE THROUGH USE OF A  
DYNAMIC SERVICE POINT MAP  
Serial No.: 09/542,273 Filed: April 4, 2000  
Examiner: L. Wang Group Art Unit: 2155  
Docket No.: MTV0016US

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Austin, Texas  
February 10, 2005

Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

**INFORMATION DISCLOSURE STATEMENT**  
**UNDER 37 C.F.R. § 1.97(c)(2)**

Dear Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Pursuant to 37 C.F.R. § 1.98(a)(2), which was amended on September 21, 2004, to eliminate the requirement for submitting a copy of each U.S. patent or U.S. patent application publication listed in an IDS, no copies of U.S. patents or U.S. patent applications are provided. Copies of any listed foreign patent documents, pending non-published U.S. patent applications, and non-patent literature are enclosed.

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Citation of these documents shall not be construed as:

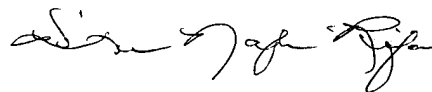
1. an admission that the documents are necessarily prior art with respect to the instant invention;
2. a representation that a search has been made; or
3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

Please charge the fee of \$180.00 under 37 CFR §1.17(p) for submission of an Information Disclosure Statement (plus any other fees which may be required) to Deposit Account No. 502306.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, Virginia, 22313-1450, on February 10, 2005.

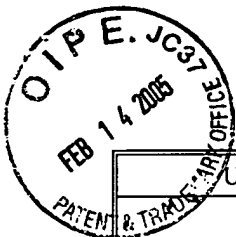
 2/10/05  
Attorney for Applicant(s) Date of Signature

Respectfully submitted,



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U.S. Department of Commerce, Patent and Trademark Office				Attorney Docket No.: <b>MTV0016US</b>		Application No.: 09/542,273	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)				Applicant(s): Crow et al.		Group Art Unit: 2155	
				Filing Date: April 4, 2000			
U.S. Patent Documents							
*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	AA	5,852,722	Dec. 22, 1998	Hamilton	395	200.51	
	AB	5,901,352	May 4, 1999	St-Pierre et al.	455	426	
	AC	5,933,646	Aug. 3, 1999	Hendrickson et al.	395	712	
	AD	6,067,568	May 23, 2000	Li et al.	709	223	
	AE	6,173,326	Jan. 9, 2001	Collins	709	229	
	AF	6,215,855	Apr. 10, 2001	Schneider	379	22	
	AG	6,249,578	Jun. 19, 2001	Gilles et al.	379	221	
	AH	6,279,125	Aug. 21, 2001	Klein	714	38	
	AI	6,285,983	Sep. 4, 2001	Jenkins	705	10	
	AJ	6,289,381	Sep. 11, 2001	Brodigan	709	225	
	AK	6,381,742	Apr. 30, 2002	Forbes et al.	717	11	
	AL	6,459,773	Oct. 1, 2002	Posthuma	379	1.04	
	AM	6,463,079	Oct. 8, 2002	Sundaresan et al.	370	468	
	AN	6,470,074	Oct. 22, 2002	Teixeria	379	32.04	
	AO	6,529,511	Mar. 4, 2003	Du et al.	370	397	
	AP	6,560,213	May 6, 2003	Izadpanah et al.	370	338	
	AQ	6,560,704	May 6, 2003	Dieterman et al.	713	100	
	AR	6,564,377	May 13, 2003	Jayasimha et al.	717	174	
	AS	6,636,329	Oct. 21, 2003	Koppich et al.	358	1.15	
	AT	6,636,505	Oct. 21, 2003	Wang et al.	370	352	
	AU	6,640,239	Oct. 28, 2003	Gidwani	709	203	
	AV	6,684,242	Jan. 27, 2004	Bahlmann	709	222	
Examiner					Date Considered:		
<b>*EXAMINER:</b> Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.							



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	AW	6,704,927	Mar. 9, 2004	Bak et al.	717	151		
	AX							
	AY							
	AZ							
	BA							
	BB							
	BC							
	BD							
Foreign Patent Documents								
							Translation	
		Document	Date	Country	Class	Subclass	Yes	No
	BE							
	BF							
	BG							
	BH							
OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)								
	BI	Welcome to AOL.com, <a href="http://web.archive.org/web/19981201225748/http://www.aol.com/">http://web.archive.org/web/19981201225748/http://www.aol.com/</a> , © 1998 America Online, Inc., 2 pages (printed 12/1/03)						
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	BK							
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